



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "3-24-14 to 3-28-14"

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Emergency Gear Last Checked = 2-21-14

Emergency Satellite TV Last Checked = 2-21-14

***Total Open Work Tickets = 49 tickets "Non-Projects"***

New Work Tickets This Week = 72 tickets

Resolved Work Tickets This Week = 60 tickets

Oldest Work Ticket = 12-7-12—Check sound quality on Blue Light Phones

Number of Active Major Projects = 34 projects

Number of Completed Major Projects = 96 projects

Technical Training Sessions = 1 Scantron webinar.

## Weekly Highlights

- Scheduled and held a Scantron webinar for faculty. Discussed the highlights of the Remark OMR software for grading analysis.
- Started to prepare for the bookstore takeover by Barnes & Noble. Gave cabling requirements for our VOIP phones to their technicians. Cleared all VC I.T. gear out of the bookstore.
- Performed CAPP troubleshooting with their technician. We were able to resolve most of these issues and will re-image this lab next week.
- Continued to provide technology guidance regarding program review purchases.